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PATENT TRADEMARK OFFICE
Attv. Docket: 1160215.0503352

#12

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

Applicant: Pirasteh, et. al. : Paper No:
Serial No. 09/593,795 : Group Art Unit: 2645
Filed: 14 June 2000 : Examiner: Marky M. Kidd
For: METHOD AND SYSTEM FOR PROCESSING TELEPHONE CALLS BY IVR

AMENDMENT AND RESPONSE

Attention: Office of Petitions
Assistant Commissioner For Patents
Box DAC
Washington, D.C. 20231

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OFFICE OF PETITIONS

Dear Sir:

In response to the Office Action, dated September 12, 2002, please consider the following amendments and accompanying remarks. Included herewith are fees and Petition for Revival of an Application for Patent Abandoned Unintentionally.

AMENDMENT

In the Claims

Please cancel claims 2, 3, 6, 10, 12, 13, 18, 20, 21, and 27.

Please amend claims 1, 4, 5, 7-9, 11, 14, 15, 16, 17, 19, and 22-26 as follows:

1. (Amended) A method for processing telephone calls using IVR, said method comprising the steps of:
 - (a) automatically answering a call from an individual and redirecting said call to an IVR Engine;
 - (b) sending a signal from said IVR Engine to a Script Engine via a Data Interface Process (DIP), whereby said Script Engine may select an appropriate script and send an instruction and the selected script back to said IVR Engine;